



Royal Albert Hall

## JOB DESCRIPTION

**Role:** Box Office Assistant

**Location:** Royal Albert Hall

**Reports to:** Customer Experience Manager

**Liases with:** Box Office Managers, Supervisors and Royal Albert Hall customers and staff.

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For nearly 150 years we have been fulfilling our vision of inspiring artists and audiences worldwide with the magic of the iconic Royal Albert Hall; creating life-enriching, unforgettable experiences for everyone. Hosting 390 events a year in the main auditorium and more than 800 in other smaller spaces, the Royal Albert Hall stands true to its original purpose of promoting the Arts and Sciences. As a charity, the Hall is dedicated to maintaining the Grade I listed building and giving access to all.

### **OUR VISION AND VALUES**

Our vision is to inspire artists and audiences worldwide with the magic of the iconic Royal Albert Hall, creating life-enriching, unforgettable experiences for everyone. The Royal Albert Hall is more than just a building. Together we are...

#### One team

Encouraging and harnessing each other's talents, valuing our differences, supporting one another and celebrating our achievements together

#### Passionate

Dedicated, creative, embracing new ideas, always seeking a better way; because together we are writing the story of the Royal Albert Hall

#### Open to all

Welcoming, warm, always professional; committed to providing as many people as possible with unforgettable experiences

### **THE ROLE**

The Box Office Assistants will provide a first-class service to customers by providing accurate information on forthcoming events and responding to ticketing requests and special requirements via telephone, email and social media. The role will be to maintain the same standard of service to those customers coming to the box office in person. To successfully multitask whilst customers purchase tickets and merchandise, collect tickets and require information. Ensure effective controls over money and tickets at all times. Being able to establish and maintain good relations between your colleagues and all Hall departments is important, while protecting and promoting the reputation of the Royal Albert Hall whilst subscribing to the vision and values of the organisation.



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### **KEY RESPONSIBILITIES**

- To provide and maintain a high level of customer service, responding to customer enquiries with the aim of achieving sales.
- To sell tickets and services by means of telephone and in person at counter.
- To respond to customer queries and requests for information via telephone, email or social media, using the Ignite omni-channel contact software.
- Personal reconciliation of all sales transactions, adhering to Hall standard accounting procedures and guidelines.
- Maintain standards of data entry and database security as set out by Box Office Management. Participate in data cleaning as required.
- Adhere to code of conduct of Standards of Accountability and all box office procedures.
- To sell and to have a high level of understanding of merchandise purchased in person.
- Participate in departmental meetings and with other duties as required by the Box Office Management.
- Liaise with Box Office Management regarding current show sales and performance marketing initiatives.

### **LIMITS OF AUTHORITY**

- Refunds and exchanges to be authorised by a senior member of Box Office staff (i.e. Managers and Supervisors).
- All Press enquiries to be handled by the Chief Executive's Office.

### **PERSON SPECIFICATION**

#### **Essential**

- Excellent verbal and written communication skills.
- The ability to provide effective solutions to a range of customer queries.
- Strong computer literacy with the ability to grasp new software packages.
- Efficient and customer-focused with a desire to deliver a first class service to customers.
- A confident and proactive approach to work.
- The ability to remain calm under pressure during busy call periods.



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- A team player with excellent inter-personal skills and a flexible working attitude.
- Punctual, reliable and trustworthy.

### **Desirable**

- Box office, contact centre or customer service experience.
- Previous use of ticketing software.
- Previous use of contact centre software.
- An understanding of and a genuine interest in live performance.

## **WORKING HOURS**

### **Part Time**

Part time Box Office assistants are rostered to work 20 hours per week on 4-hour shifts (between 9 am and 9 pm) on five days out of seven per week, including weekends and bank holidays. Occasionally these opening hours are extended to 11.00pm and staff may be required to work later shifts to fulfil these requirements.

### **Full Time**

The Box Office's normal hours of work are 8.45 am to 9.15 pm over seven days per week. Your normal hours of work are 37.5 hours per week and your working pattern is 8.5 hours per day (including a 1 hour break per day which is unpaid) over five days subject to rota within these times, including some weekends and bank holidays. Occasionally Box Office opening hours are extended from 8.00 am and/or until 11.00pm for certain events and due to seasonal requirements. If you are required to work your 8.5 hour shift from or to these extended times, you will usually be given two weeks' notice.

## **SUSTAINABILITY**

The Hall is committed to maintaining and furthering greater sustainable practices in all areas of the organisation to act on climate change. Whilst working at the Hall, you will be expected to embrace the Hall's Sustainability Policy and work to meet its objectives, putting sustainability at the forefront of all decisions.

## **HEALTH & SAFETY**

You will have a good understanding of the Hall's Health and Safety guidelines and your responsibilities within these. Your role will include promoting a safe working environment and fostering a non-blame culture, adhering to any Health & Safety requirements, flagging any conflicts that may arise with Health and Safety and working towards finding effective solutions.